



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF POLICE COMPLAINTS**

February 26, 2021

Sent via DropBox

The Honorable Charles Allen
Chair, Committee on the Judiciary & Public Safety
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W. Suite 109
Washington, DC 20004

Dear Chairman Allen:

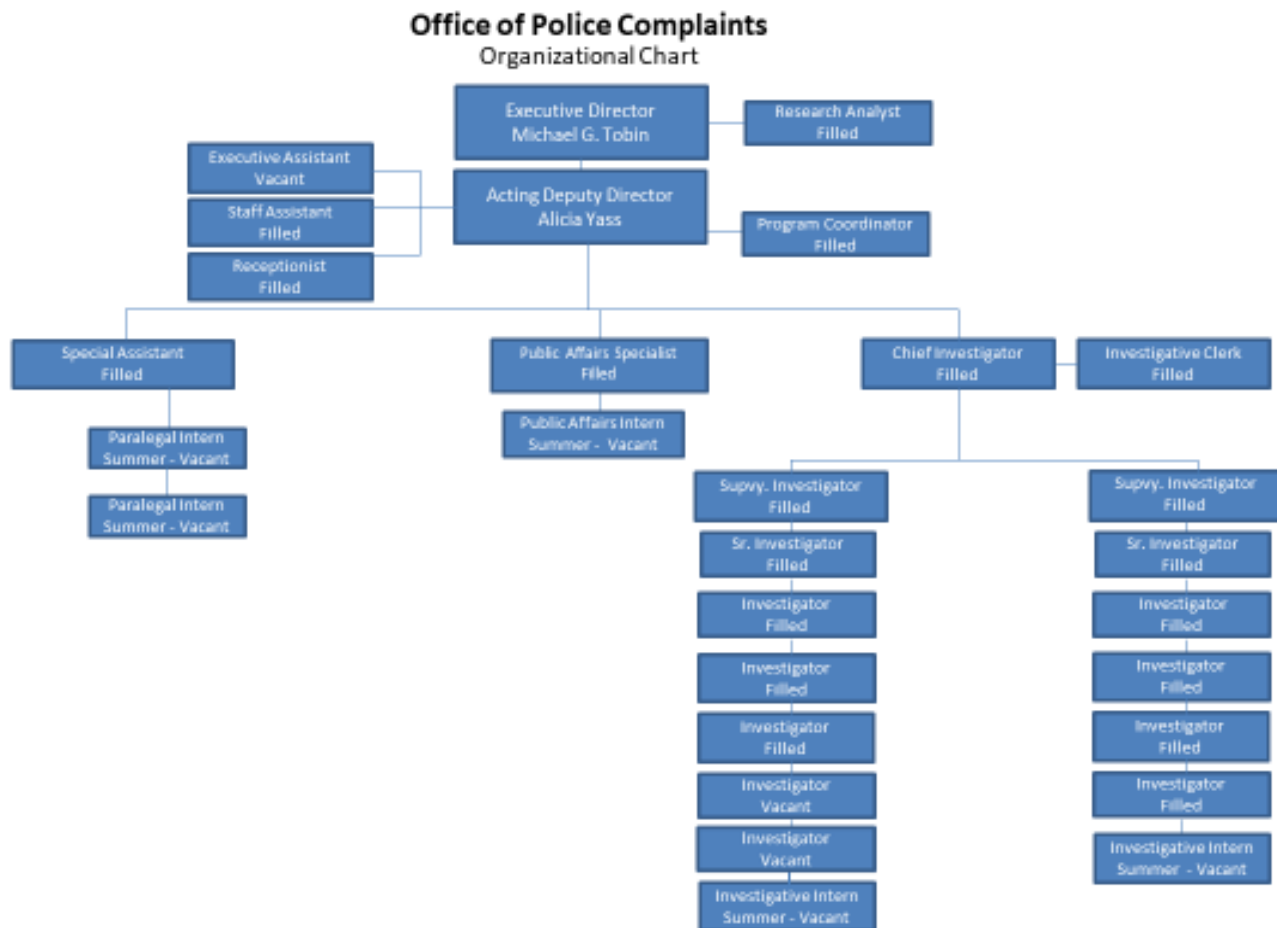
I am writing on behalf of the Office of Police Complaints (OPC) in response to your letter of February 3, 2021, in which you asked that OPC submit answers to your questions in advance of the annual performance oversight hearing for this agency on March 8, 2021. Included below are responses to each question.

Sincerely,

Michael G. Tobin
Executive Director

General Questions

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel, and note the date the information was collected on the chart.



February 18, 2021

- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.

Investigation Division: Includes 15 staff members (1 Chief Investigator, 2 Investigation Managers, 11 Investigators, and 1 Investigative Clerk) that manage investigations and other case management responsibilities.

Executive Division: Includes 8 staff members (Executive Director, Deputy Director, Special Assistant, Research Analyst, Public Affairs Specialist, Program Coordinator, Staff Assistant, and Receptionist) that manage the day-to-day operations of the agency, customer

service, public relations, FOIA and subpoenas, police policy review and recommendations, and communications with other district agencies, the Council, and other city administrators. This Division also administers the mediation and complaint examination programs through independent contractors who act as neutral mediators and neutral complaint examiners. There is a year-round intern program that includes Fall, Spring, and Summer legal interns.

At this time several positions are being held vacant due to budget constraints. This includes: Executive Assistant, one Investigator position, and paid intern positions.

- b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

There are no substantive changes to the chart.

2. Please provide a current Schedule A for the agency which identifies each filled, vacant, unfunded, and funded position by program and activity, with the employee's name (if filled), title/position, salary, fringe benefits, and length of time with the agency (if filled). Please note the date the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

OPC does not have any positions that are filled to comply with federal or local law.

Prog Code	Act Code	F, V, Frozen	Pos Num	Pos Title	Emp Name	Agency Service	Salary	Fringe	FTE	Continuing/Temp/ Term/ Contract
1000	1085	F	00069594	Clerical Assistant	Smith, Nydia	12	48,789.00	10,577.46	1.00	Continuing
1000	1090	F	00000195	Executive Director	Tobin, Michael	7	225,115.32	48,805.00	1.00	Term
1000	1090	V	00021018	Executive Assistant			76,126.00	16,443.22	1.00	Continuing
1000	1090	F	00024773	Staff Assistant	Grant, Darlene	3	61,502.00	15,480.82	1.00	Continuing
1000	1090	V	00073080	Deputy Director			149,990.39	32,397.92	1.00	Continuing

2000	2010	F	00000295	Investigator	Jeffrey, Samantha	1	57,587.00	12,131.04	1.00	Continuing
2000	2010	F	00001219	Program Analyst	Weber, Christopher	5	71,406.00	15,052.21	1.00	Continuing
2000	2010	V	00001858	Student Intern (Paralegal)			12,764.75	2,757.19	0.25	Temp
2000	2010	F	00003480	Investigator	Lawrence, Anthony	19	97,375.00	21,110.90	1.00	Continuing
2000	2010	F	00013878	Supervisory Investigator	Andrews, Mona	17	132,125.39	28,644.78	1.00	Continuing
2000	2010	F	00034841	Investigator	Davis, Jeffrey	2.5	57,587.00	12,484.86	1.00	Continuing
2000	2010	F	00042322	Investigator	Cross, Marke	4	80,848.00	17015.98	1.00	Continuing
2000	2010	F	00045458	Investigator	Jackson, Quentin	1	54,323.00	11,777.23	1.00	Continuing
2000	2010	F	00048812	Supv Investigator	Smith, Natasha	20	113,686.78	24,647.29	1.00	Continuing
2000	2010	F	00048814	Supv Investigator	Rau, Jessica	8	93,776.56	20,330.76	1.00	Continuing
2000	2010	F	00069541	Investigator	Murphy, Lindsey	5	69,429.00	14,623.59	1.00	Continuing
2000	2010	F	00070897	Investigator	Walker, Tamika	1	54,323.00	12,086.28	1.00	Continuing
2000	2010	F	00070918	Clerical Assistant	Mendoza, Sherry	1	48,145.00	11,069.59	1.00	Continuing
2000	2010	F	00071978	Investigator	Sutton, Danielle	6	75,360.00	16,338.05	1.00	Continuing
2000	2010	V	00075267	Investigator			54,323.00	11,777.23	1.00	Continuing
2000	2010	V	00078179	Investigator			65,475.00	14,142.60	1.00	Continuing
2000	2010	F	00099661	Investigator	Clift, Brittany	2	63,498.00	13,337.75	1.00	Continuing

3000	3010	F	00012551	Public Affairs Specialist	Cleveland, Nykisha	14	79,314.00	17,195.28	1.00	Continuing
4000	4010	F	00036669	Special Assistant	Yass, Alicia	5	120,257.00	26,071.72	1.00	Continuing
4000	4010	F	00091227	Research Analyst	Landeis, Marissa	1	76,126.00	16,504.12	1.00	Continuing

As of February 19, 2021

3. Please list all employees detailed to or from your agency during FY20 and FY21, to date. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

The agency does not have any detailed employees.

4. Please provide the Committee with:
- a. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle collisions involving the agency's vehicles in FY20 and FY21, to date; and

Vehicles are not assigned to specific staff. Staff uses both vehicles as needed.

Vehicle Type	Tag Number	Dates	Accident(s)
2014 4-door Honda Civic Hybrid	DC 8843	FY 20	None
		FY 21	
2014 4-door Honda Civic Hybrid	DC 10492	FY 20	None
		FY 21	

- b. A list of travel expenses, arranged by employee for FY20 and FY21, to date, including the justification for travel.

Due to COVID-19 and budget restrictions there were no travel expenses in FY20, nor in FY21 to date.

5. Please list all memoranda of understanding ("MOU") entered into by the agency in FY20 and FY21, to date, as well as any MOU currently in force. For each, indicate the date into which the MOU was entered and the termination date.

MOU	Date Entered	Termination Date
DCPC and DCHR – Executive Leadership Training Program	12/17/19	6/30/20

6. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY20 and FY21, to date.

OPC is an active member of the National Association of Civilian Oversight of Law Enforcement (NACOLE). In FY20 and FY21, to date OPC staff were asked to speak or present at virtual regional and national NACOLE conferences as well as being elected to NACOLE committees to participate in planning NACOLE training.

OPC collaborated with the Austin civilian oversight office holding monthly virtual meetings to assist in creating their own mediation program. OPC was contacted by the Chicago civilian oversight office to consult on different strategies regarding investigative case closure techniques and creating their mediation program.

OPC has not collaborated with any federal agencies.

7. For FY20 and FY21, to date, please list all intra-District transfers to or from the agency, and include a narrative description of the purpose of each transfer.

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FY 2020 intra-District Transfers To - BUYER SUMMARY		
OFFICE OF POLICE COMPLAINTS (FH0)		
SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	AMOUNT
Department of Public Works (DPW)	Fleet maintenance	1,588
Office of Contracting and Procurement Purchase Card Program (PX0)	Agency p-card for FY20	25,191
DC Department of Human Services (BE0)	Leadership Exchange Program	12,500
Office of the Chief Technology Officer (TO0)	RTS	5,000
TOTAL		44,279
FY 2020 intra-District Transfers From - SELLER SUMMARY		
OFFICE OF POLICE COMPLAINTS (FH0)		
BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	AMOUNT
None		
TOTAL		0

FY 2021 intra-District Transfers To - BUYER SUMMARY

OFFICE OF POLICE COMPLAINTS (FH0)

SELLING AGENCY	DESCRIPTION OF SERVICES PROVIDED	AMOUNT
Department of Public Works (DPW)	Fleet maintenance	2,084
Office of Contracting and Procurement Purchase Card Program (PX0)	Agency p-card for FY21	32,694
TOTAL		34,779

FY 2021 intra-District Transfers From - SELLER SUMMARY

OFFICE OF POLICE COMPLAINTS (FH0)

BUYING AGENCY	DESCRIPTION OF SERVICES PROVIDED	AMOUNT
None		
TOTAL		0

8. For FY20 and FY21, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- a. The revenue source name and code;
 - b. The source of funding;
 - c. A description of the program that generates the funds;
 - d. The amount of funds generated by each source or program;
 - e. Expenditures of funds, including the purpose of each expenditure;
 - f. Whether expenditures from the fund are regulated by statute or policy, and if so, how; and
 - g. The current fund balance.

OPC neither maintains, uses, nor has available to use any special purpose revenue funds for FY20 and FY21 to date.

9. For FY20 and FY21, to date, please list all purchase card spending by the agency, the employee making each expenditure, and the general purpose of each expenditure.

P-CARD by Name, Amount, and Purpose for FY20			
Last Name	First Name	Amount	General Purpose
Banks	Stephanie	\$ 979	Professional Services
Ryan	Kimberly	\$ 24,241	Professional Service & Office Supplies

FY21 Total: \$ 25,220

P-CARD by Name, Amount, and Purpose for FY21 thru 02.10.21			
Last Name	First Name	Amount	General Purpose
WEBER	CHRISTOPHER	\$ 4,514	Computer, Hardware, Software and Professional Service

FY21 Total: \$ 4,514

10. Please list all capital projects in the financial plan for the agency or under the agency's purview in FY20 and FY21, to date, and provide an update on each project, including the amount budgeted, actual dollars spent, and any remaining balances (please also include projects for the benefit of the agency that are in the budget of the Department of General Services or another agency). In addition, please provide:
- A narrative description of all capital projects begun, in progress, or concluded in FY19, FY20, and FY21, to date, including the amount budgeted, actual dollars spent, any remaining balances, and the work undertaken;
 - An update on all capital projects planned for the four-year financial plan;
 - A description of whether the capital projects begun, in progress, or concluded in FY19, FY20, and FY21, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact; and
 - A description and the fund balance for any existing allotments.

OPC has no capital projects in FY20 and none planned for FY21 to date.

11. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY20 and FY21, to date. For each, include a description of the need and the amount of funding requested.

To date, OPC has not requested any budget enhancements for FY20 and FY21.

12. Please list, in chronological order, each reprogramming in FY20 and FY21, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, or within the agency. Include known, anticipated reprogrammings, as well as the revised, final budget for your agency after the reprogrammings. For each reprogramming, list the date, amount, rationale, and reprogramming number.

OFFICE OF POLICE COMPLAINTS (FH0)						
FY 2020 REPROGRAMMING LIST						
LOCAL				Starting Budget		\$2,790,632
FISCAL YEAR	FUND	DATE ENTERED	REPROGRAM NUMBER	IN/OUT/WITHIN	RATIONALE	AMOUNT
2020	0100	3/27/2020	REPROG20-001	WITHIN	Reallocation within NPS	\$18,633
2020	0100	8/5/2020	REPROG20-002	OUT	FY 2020 Supplemental	(\$160,000)
2020	0100	9/30/2020	REPROG20-003	OUT	FY 2020 Year-end reprogram	(\$42,423)
Final Budget						\$2,588,209

OFFICE OF POLICE COMPLAINTS (FH0)						
FY 2021 REPROGRAMMING LIST						
LOCAL				Starting Budget		\$2,612,656
FISCAL YEAR	FUND	DATE ENTERED	REPROGRAM NUMBER	IN/OUT/WITHIN	RATIONALE	AMOUNT
2021	0100	2/10/2021	REPROG21-001	WITHIN	REALLOCATED PS TO NPS	\$150,000
Final Budget						\$2,612,656

13. Please list each grant or sub-grant **received by** your agency in FY20 and FY21, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
- How many FTEs are dependent on grant funding?
 - What are the terms of this funding?
 - If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

OPC has not received any grants or sub-grants for FY20 and FY21 to date. OPC has no FTEs dependent on grant funding.

14. Please list each grant or sub-grant **granted by** your agency in FY20 and FY21, to date. List the date, amount, source, and purpose of the grant or sub-grant granted.

OPC has not granted any grants or sub-grants for FY20 and FY21 to date.

15. Please list each contract, procurement, and lease entered into or extended and option years exercised by your agency during FY20 and FY21, to date. For each contract, procurement, or lease, please provide the following information, where applicable:
- The name of the party;
 - The nature of the contract, procurement, or lease, including the end product or service;
 - The dollar amount of the contract, procurement, or lease, including amount budgeted and amount actually spent;
 - The term of the contract, procurement, or lease;
 - Whether it was competitively bid;
 - The name of the agency's contract monitor(s) and the results of any monitoring activity; and
 - The funding source.

Vendor	Nature of Contract	Amount	Contract Term	Comp Bid Y / N	Contract Monitor	Funding Source	FY
CI Technologies, Inc.	IA Pro software license renewal and maintenance	\$2,653.02	Annual	N	Stephanie Banks	0100	20
		\$2,653.02			Christopher Weber		21
Consensus Building Institute	Mediation Services	\$8,000.00, \$6,400.00	2 nd year of 2year option	N	Stephanie Banks	0100	20
		\$8,000.00	1 year with 2 option years		Christopher Weber		21
Reed Elsevier Lexis Nexis	Online Research	\$3,540.00	Annual	N	Stephanie Banks	0100	20
		\$3,540.00			Christopher Weber		21
Keyed In LLC	Security Camera/Renovation	\$2,855.00	1 year	N	Kimberly Ryan	0100	20
Park America	Parking Spaces Agency Vehicles	\$6,480.00	Annual	N	Kimberly Ryan	0100	20
	Executive Director Space	\$6,480.00			Christopher Weber		21
Star Office Products	Copier Maintenance	\$5,600.00	Annual	Y/CBE	Kimberly Ryan	0100	20
		\$6,000.00			Christopher Weber		21
Dupont Computers Inc.	Purchase/Replace laptops for staff	\$18,031.20	1 year	Y	Kimberly Ryan	0100	20

Datawatch Systems	Payment for Office Security System	\$4,950.00	Annual	N	Christopher Weber	0100	21
National Police Foundation	Perform an Independent Review of MPD NSID	\$120,000.00	1 year	N	Kimberly Ryan	0100	20

16. Please list and describe all pending and closed lawsuits that name or named the agency as a party in FY20 and FY21, to date, and include an explanation about the issues involved in each case. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or could result in a change to agency practices, and describe the current status of the litigation.

OPC has one pending lawsuit regarding a former employee's termination from the agency for conduct. OPC does not anticipate that this lawsuit will subject the District to significant financial liability.

17. Please list all judgments against and settlements executed by the agency or by the District on behalf of the agency, of any amount, in FY20 or FY21, to date, and provide the parties' names, the date on which the judgment was issued or settlement was executed, the amount of the judgment or settlement, and if related to litigation, the case name, docket number, and a brief description of the case. Include non-monetary costs such as backpay and leave restoration. If unrelated to litigation, please describe the underlying issue or reason for the judgment or settlement (e.g. excessive use of force, wrongful termination, sexual harassment). Please also describe any matters which are currently in settlement negotiations or for which a judgment is imminent.

OPC has not entered into any settlements in FY20 or FY21 to date.

18. Did the agency use outside counsel in FY21 and FY22, to date? If so, for what matter(s) and in what amount(s)?

OPC has not used outside counsel in FY20 or FY21 to date.

19. Please list the administrative complaints or grievances that the agency received in FY20 and FY21, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY20 or FY21, to date, describe the resolution.

In FY20 and FY21, to date, OPC received one employee EEO complaint which is pending. No change in agency policy or procedures resulted.

20. Please describe the agency's procedures for investigating allegations of sexual harassment, sexual misconduct, or discrimination committed by or against agency employees. List and describe any allegations relating to the agency or its employees in FY20 and FY21, to date, and whether and how those allegations were resolved (e.g. a specific disciplinary action, such as re-training, employee transfer, suspension, or termination).

Investigation Procedures	
Clock starts	Allegation of sexual harassment. If the allegation was not reported to the Sexual Harassment Officer (SHO), the individual who received the allegation must immediately notify the SHO.
Within 3 Days	Notify the Mayor's Office of Legal Counsel (MOLC) of the allegation within 3 days.
Over the Course of 60 Days	SHO conducts an investigation of the allegation.
Within 60 Days	SHO concludes the investigation and produces a SHO Investigation Report to the Executive Director, outlining the evidence and outcome of the investigation.
After review of the SHO Investigation Report	Executive Director issues Notice of Findings and Conclusions based on the SHO Investigation Report. Executive Director provides the Notice of Findings and Conclusions to the Complainant and Alleged Harasser AND provides a copy of the Notice to the MOLC.

The agency has not received allegations of sexual harassment, sexual misconduct, or discrimination committed by or against agency employees in FY20 and FY21 to date

- a. Please also identify whether the agency became aware of any similar matters in FY20 or FY21, to date, through means other than an allegation, and if so, how the matter was resolved (e.g. sexual harassment was reported to the agency, but not by the victim).

The agency has not become aware of similar matters through means other than an allegation in FY20 and FY21 to date.

21. Please provide the Committee with a list of the total workers' compensation payments paid by the agency or on the agency's behalf in FY20 and FY21, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

In FY20 and FY21 to date, OPC has not paid any workers' compensation payments

22. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY20 and FY21, to date.

In FY20 and FY21 to date, OPC had no ongoing or completed investigations, audits, or reports.

23. Please describe any spending pressures the agency experienced in FY20 and any anticipated spending pressures for the remainder of FY21. Include a description of the

pressure and the estimated amount. If the spending pressure was in FY20, describe how it was resolved, and if the spending pressure is in FY21, describe any proposed solutions.

OPC faced spending pressures in FY20 due to COVID-19 budget freezes. OPC complied with these pressures through vacancies, cutting all training and travel, and limiting office supply purchases.

OPC does not anticipate spending pressures in FY21 at this time.

24. Please provide a copy of the agency's FY20 performance plan. Please explain which performance plan objectives were completed in FY20 and whether they were completed on time and within budget. If they were not, please provide an explanation.

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Agency Office of Police Complaints Agency Acronym DCPC Agency Code FHO

To edit agency and POC information press your agency name (underlined and in blue above).

Agency Performance POCs Alicia Yass Michael Tobin Agency Budget POCs Alicia Yass Michael Tobin Fiscal Year 2020

Agency's Operating Budget

[Lookup Your Agency's Operating Budget](#)

FY2020 Agency Top 3 Accomplishments

Add Accomplishment

Add Accomplishment

Accomplishments

Accomplishment Impact on Agency Impact on Residents

No accomplishments found

2020 Objectives

Full Report Grid Edit Email More ▾ 4 Objectives				
	Objective Number	Strategic Objective	# of Measures	# of Operations
	1	Resolve police misconduct complaints in an impartial, timely, and professional manner.	2	4
	2	Promote positive community-police interactions through public education and awareness.	1	2
	3	Enhance OPCs mission to improve public confidence and community trust.	1	3
	4	Create and maintain a highly efficient, transparent, and responsive District government.	4	0

Performance Plans Office of Police Complaints FY2020

Reports & Charts

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2020 Key Performance Indicators

Full Report Grid Edit Email More ▾ 4 Measures															
	Measure	New Measure/ Benchmark Year	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Report	Was 2020 KPI Met?	Are Explanations of Barriers to Meeting KPIs Complete
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (2 Measures)															
	Percent of investigations completed within 180 days	<input type="checkbox"/>	Up is Better	84.3%	90.3%	65%	85%	70%	85%	96%	83%	81%	86.3%	Met	
	Percent of complaint examiner decisions completed within 120 days	<input type="checkbox"/>	Up is Better	100%	100%	90%	100%	90%	100%	100%	100%	100%	100%	Met	
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)															
	Percent of complaints resolved through mediation program	<input type="checkbox"/>	Up is Better	11.4%	9.8%	10%	7.9%	8%	7.3%	1%	5%	8.5%	5.5%	Unmet	
3 - Enhance OPCs mission to improve public confidence and community trust. (1 Measure)															
	Percent of policy recommendation reports published	<input type="checkbox"/>	Up is Better	100%	100%	100%	100%	100%	0%	40%	60%	300%	100%	Met	

2020 Operations

Full Report Grid Edit Email More 9 Activities				
	Operations Header	Operations Title	Operations Description	Type of Operations
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (4 Activities)				
	INVESTIGATION	Manage and monitor complaint examiner compliance	Ensure through continuous review and communication that the complaint examiners are complying with the review and analysis requirements and timeline.	Daily Service
	TRAINING AND EMPLOYEE DEVELOPMENT	Conduct complaint examiner In-Service Training	Complaint examiners should be trained each fiscal year on any updates to the program and any new requirements.	Key Project
	TRAINING AND EMPLOYEE DEVELOPMENT	Investigator participating in continual professional development	Each investigator participate in continuous professional development trainings, workshops, outreach opportunities, or mentoring to develop their technical and industry investigating skills as well as best practices.	Key Project
	INVESTIGATION	Conduct management meetings	Investigation managers meet to ensure that the cases are being investigated with the best techniques and best practices and that they are timely.	Daily Service
2 - Promote positive community-police interactions through public education and awareness. (2 Activities)				
	OUTREACH	Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events	Employ outreach activities to ensure that the community knows about the Office of Police Complaints and its services.	Daily Service
	OUTREACH	Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships	Employ effective communication strategies through social media, contacts, and media relations to build community partnerships.	Daily Service
3 - Enhance OPCs mission to improve public confidence and community trust. (3 Activities)				
	POLICY RECOMMENDATION	Review all OPC complaints received to determine trends and/or patterns	Continuously review the trends and patterns that our complaint data reveals to ensure we are reporting any policy recommendations that could improve MPD or DCHAPD practices and procedures in an effort to best serve the community.	Daily Service
	POLICY RECOMMENDATION	Research policing best practices	Research policing best practices to remain up-to-date on national civilian police oversight of law enforcement trends, police practices, updated legal impacts to better serve the community in ensuring the District police forces are operating with the best practices and procedures.	Daily Service
	POLICY RECOMMENDATION	Conduct regular meetings with MPD leadership to discuss policy change recommendations	With the cooperation of MPD, conduct regular meetings with MPD leadership to discuss the implementation status of OPC's policy recommendations.	Daily Service

2020 Workload Measures

Full Report Grid Edit Email More 16 Measures											
	Measure	New Measure/ Benchmark Year	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Report
1 - Conduct complaint examiner In-Service Training (1 Measure)											
	Number of complaint examiners attended required training		10	6	9	8	0	0	6	2	8
1 - Conduct management meetings (1 Measure)											
	Number of management meetings held		Needs Update	31	26	28	8	8	7	8	31
1 - Investigator participating in continual professional development (4 Measures)											
	Number of investigators attending annual MPD professional development training		Needs Update	100	14	15	0	0	0	11	11
	Number of investigators attending at least 2 external training sessions		10	16	7	8	2	0	4	2	8
	Number of new investigators attending Reid Training		2	4	0	4	0	0	0	0	0
	Number of presentations completed		Not Available	40	12	7	1	2	3	1	7
1 - Manage and monitor complaint examiner compliance (4 Measures)											
	Number of complaint examiner decisions processed		30	14	21	23	5	4	7	2	18
	Number of rapid resolution referrals		New in 2019	New in 2019	New in 2019	17	16	17	22	43	98
	Number of cases withdrawn by the complainant		New in 2019	New in 2019	New in 2019	33	7	7	3	1	18
	Number of Policy Training Referrals		New in 2019	New in 2019	New in 2019	30	14	7	8	4	33
2 - Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships (1 Measure)											
	Number of community partnerships created		15	17	5	1	1	0	0	0	1
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)											
	Number of outreach events held		32	50	28	51	7	8	13	14	42
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)											
	Number of meetings held with MPD		Needs Update	3	3	5	1	1	1	1	4
3 - Research policing best practices (1 Measure)											
	Number of policy recommendations issued		1	18	22	12	0	2	2	4	8
3 - Review all OPC complaints received to determine trends and/or patterns (2 Measures)											
	Number of contacts		1448	1522	1596	1748	454	490	574	228	1746
	Number of complaints received		438	791	780	879	Annual Measure	Annual Measure	Annual Measure	Annual Measure	841

2020 Initiatives

Strategic Initiatives						
Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Is this Initiative focused on Wards 7 and/or 8?	Does this initiative support the Resilient DC Strategy?	Cluster	Add Initiative Update for PAR
No strategic initiatives found						

Performance Plans Office of Police Complaints FY2020

Reports & Charts

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Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	FY20 Reporting Quarter
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No initiative updates found

Internal: Unfinished 2019 Initiatives

Strategic Initiatives						
Title	Description	Complete to Date	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No strategic initiatives found						

Updates for Unfinished FY19 Initiatives

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY20	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact	Supporting Data	FY20 Reporting Quarter
No initiative updates found										

Administrative Information

All FY20 performance plan objectives were completed on time and within budget, except for mediation. Mediation was an underperforming KPI because the agency has no control on the resolutions of mediation. In consultation with OBPM performance plan analyst, we changed the KPI to percent of mediations referred within 30 days going forward because the agency does have control over that performance.

25. Please provide a copy of your agency's FY21 performance plan as submitted to the Office of the City Administrator.

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Agency

Office of Police Complaints

Agency Acronym

DCPC

Agency Code

FH0

To edit agency and POC information press your agency name (underlined and in blue above).

Agency Performance POCs

Alicia Yass Michael Tobin

Agency Budget POCs

Alicia Yass Michael Tobin

Fiscal Year

2021

Agency's Operating Budget

Lookup Your Agency's Operating Budget

2021 Objectives

Strategic Objectives

Full Report | Grid Edit | Email | More ▾ 4 Objectives

	▼ Objective Number	Strategic Objective	# of Measures	# of Operations
	1	Resolve police misconduct complaints in an impartial, timely, and professional manner.	2	4
	2	Promote positive community-police interactions through public education and awareness.	1	2
	3	Enhance OPCs mission to improve public confidence and community trust.	1	3
	4	Create and maintain a highly efficient, transparent, and responsive District government.	8	0
TOT			12	9

2021 Key Performance Indicators

Full Report | Grid Edit | Email | More ▾ 4 Measures

	Measure	New Measure/ Benchmark Year	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY2019 Actual	FY 2020 Target	FY2020 Actual	FY2021 Target	FY 2021 Quarter 1
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner. (2 Measures)											
	Percent of investigations completed within 180 days	<input type="checkbox"/>	Up is Better	84.3%	90.3%	65%	85%	70%	86.3%	75%	74%
	Percent of complaint examiner decisions completed within 120 days	<input type="checkbox"/>	Up is Better	100%	100%	90%	100%	90%	100%	100%	100%
2 - Promote positive community-police interactions through public education and awareness. (1 Measure)											
	Percent of mediations completed within 30 days of referral	<input checked="" type="checkbox"/>	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021	New in 2021	New in 2021	New in 2021	100%
3 - Enhance OPCs mission to improve public confidence and community trust. (1 Measure)											
	Percent of policy recommendation reports published	<input type="checkbox"/>	Up is Better	100%	100%	100%	100%	100%	100%	100%	100%

2021 Operations

Operations

Full Report | Grid Edit | Email | More ▾ 9 Activities

	Operations Header	Operations Title	Operations Description	Type of Operations
<div> <div>Performance Plans</div> <div>Office of Police Complaints FY2021</div> <div> Reports & Charts <div> Edit Email More ▾ </div> </div> </div>				
			complying with the review and analysis requirements and timeline.	
	TRAINING AND EMPLOYEE DEVELOPMENT	Conduct complaint examiner In-Service Training	Complaint examiners should be trained each fiscal year on any updates to the program and any new requirements.	Key Project
	TRAINING AND EMPLOYEE DEVELOPMENT	Investigator participating in continual professional development	Each investigator participate in continuous professional development trainings, workshops, outreach opportunities, or mentoring to develop their technical and industry investigating skills as well as best practices.	Key Project
	INVESTIGATION	Conduct management meetings	Investigation managers meet to ensure that the cases are being investigated with the best techniques and best practices and that they are timely.	Daily Service
2 - Promote positive community-police interactions through public education and awareness. (2 Activities)				
	OUTREACH	Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events	Employ outreach activities to ensure that the community knows about the Office of Police Complaints and its services.	Daily Service
	OUTREACH	Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships	Employ effective communication strategies through social media, contacts, and media relations to build community partnerships.	Daily Service
3 - Enhance OPCs mission to improve public confidence and community trust. (3 Activities)				
	POLICY RECOMMENDATION	Review all OPC complaints received to determine trends and/or patterns	Continuously review the trends and patterns that our complaint data reveals to ensure we are reporting any policy recommendations that could improve MPD or DCHAPD practices and procedures in an effort to best serve the community.	Daily Service
	POLICY RECOMMENDATION	Research policing best practices	Research policing best practices to remain up-to-date on national civilian police oversight of law enforcement trends, police practices, updated legal impacts to better serve the community in ensuring the District police forces are operating with the best practices and procedures.	Daily Service
	POLICY RECOMMENDATION	Conduct regular meetings with MPD leadership to discuss policy change recommendations	With the cooperation of MPD, conduct regular meetings with MPD leadership to discuss the implementation status of OPC's policy recommendations.	Daily Service

2021 Workload Measures

Workload Measures - Operations

Full Report | Grid Edit | Email | More ▼ 18 Measures

Measure	New Measure/ Benchmark Year	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY 2021 Quarter 1
1 - Conduct complaint examiner In-Service Training (1 Measure)							
Number of complaint examiners attended required training	<input type="checkbox"/>	10	6	9	8	8	0
1 - Conduct management meetings (1 Measure)							
Number of management meetings held	<input type="checkbox"/>	Needs Update	31	26	28	31	7
1 - Investigator participating in continual professional development (4 Measures)							
Number of investigators attending annual MPD professional development training	<input type="checkbox"/>	Needs Update	100	14	15	11	0
Number of investigators attending at least 2 external training sessions	<input type="checkbox"/>	10	16	7	8	8	0
Number of new investigators attending Reid Training	<input type="checkbox"/>	2	4	0	4	0	0
Number of presentations completed	<input type="checkbox"/>	Not Available	40	12	7	7	0
1 - Manage and monitor complaint examiner compliance (4 Measures)							
Number of complaint examiner decisions processed	<input type="checkbox"/>	30	14	21	23	18	6
Number of rapid resolution referrals	<input type="checkbox"/>	New in 2019	New in 2019	New in 2019	17	98	27
Number of cases withdrawn by the complainant	<input type="checkbox"/>	New in 2019	New in 2019	New in 2019	33	18	4
Number of Policy Training Referrals	<input type="checkbox"/>	New in 2019	New in 2019	New in 2019	30	33	0
2 - Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships (1 Measure)							
Number of community partnerships created	<input type="checkbox"/>	15	17	5	1	1	0
2 - Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events (1 Measure)							
Number of outreach events held	<input type="checkbox"/>	32	50	28	51	42	8
3 - Conduct regular meetings with MPD leadership to discuss policy change recommendations (1 Measure)							
Number of meetings held with MPD	<input type="checkbox"/>	Needs Update	3	3	5	4	1
3 - Research policing best practices (1 Measure)							
Number of policy recommendations issued	<input type="checkbox"/>	1	18	22	12	8	3
3 - Review all OPC complaints received to determine trends and/or patterns (4 Measures)							
Number of complaints received	<input type="checkbox"/>	438	791	780	879	841	Annual Measure
Number of contacts	<input type="checkbox"/>	1448	1522	1596	1748	1746	226
Number of mediations referred	<input checked="" type="checkbox"/>	Not Available	New in 2021	New in 2021	New in 2021	New in 2021	10
Numbers of mediations not held	<input checked="" type="checkbox"/>	Not Available	New in 2021	New in 2021	New in 2021	New in 2021	1

2021 Initiatives

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Is this Initiative focused on Wards 7 and/or 8?	Does this initiative support the Resilient DC Strategy?	Cluster	Add Initiative Update
No strategic initiatives found						

Performance Plans Office of Police Complaints FY2021

Reports & Charts

Edit Email More ▼

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No initiative updates found						

Internal: Unfinished 2020 Initiatives

Title	Description	Complete to Date	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No strategic initiatives found						

Updates for Unfinished 2020 Initiatives

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY20	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact	Supporting Data	Reporting Quarter
No initiative updates found										

Administrative Information

Record ID# 805

Performance Plan ID 805 Blank Initiative Updates Blank Initiative Updates

Created on Nov. 6, 2019 at 11:49 AM (EST). Last updated by Stock, Arie on July 21, 2020 at 8:40 PM (EDT). Owned by Stock, Arie.

26. Please describe any regulations promulgated by the agency in FY20 or FY21, to date, and the status of each.

No regulations were promulgated in FY20 or in FY21 to date.

27. Please provide the number of FOIA requests for FY20 and FY21, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

FOIA requests	Total	Granted	Partially Granted	Denied	Pending	Response Time	FTEs	Hours Spent	Cost
FY20	98	18	24	37	0	5 days	1	146	\$8,441.12
FY21 (to date)	40	1	7	18	0	4.5 days	1	66	\$3,815.85

28. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or for which the agency contracted during FY20 and FY21, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

The National Police Foundation conducted an analysis of MPD's Narcotics and Specialized Investigations Division. Their report was published by OPC on September 23, 2020 and is available here: <https://policecomplaints.dc.gov/page/national-police-foundation-reports>.

29. Please list in descending order the top 25 overtime earners in your agency in FY20 and FY21, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned. Please describe the process the agency uses to determine which employees are granted overtime.

FY20 - OPC TOP 25 OVERTIME EARNERS							
Name	Posn Nbr	Title	Prgm Code	Salary	Fringe	Overtime	FTE
Sutton, Danielle	00071978	INVESTIGATOR	2010	\$75,360	\$16,338	\$299	1.00
GRAND TOTAL				\$75,360	\$16,338	\$299	1.00

There has been no overtime earned in FY21 to date.

30. For FY20 and FY21, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

There were no bonuses or special award pay granted in FY20 and FY21 to date.

31. For FY20 and FY21, to date, please list each employee separated from the agency with separation pay. State the amount and number of weeks of pay. Also, for each, state the reason for the separation.

OPC FY20 SEPARATION PAYOUT

Employee Name	Terminal Leave & Comp Time Payout	Reason
Ryan, Kimberly R	1,785	Resignation
Banks, Stephanie C	8,614	Retirement
Nembhard, Susan Rosa	1,254	Resignation
TOTAL	\$17,805	

OPC FY21 SEPARATION PAYOUT

Employee Name	Terminal Leave & Comp Time Payout	Reason
Li, Yan	2,452	Termination
TOTAL	\$2,452	

32. Please provide the name of each employee who was or is on administrative leave in FY20 and FY21, to date. In addition, for each employee identified, please provide: (1) their position; (2) a brief description of the reason they were placed on leave; (3) the dates they were/are on administrative leave; (4) whether the leave was/is paid or unpaid; and (5) their current status.

No employees were placed on paid or unpaid administrative leave in FY20 and FY21 to date.

33. Please provide each collective bargaining agreement that is currently in effect for agency employees. Include the bargaining unit and the duration of each agreement. Note if the agency is currently in bargaining and its anticipated completion.

OPC is non-union and has no collective bargaining agreements in effect.

34. If there are any boards, commissions, or task forces associated with your agency, please provide a chart listing the names, number of years served, agency affiliation, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board, commission, or task force meeting in FY20 or FY21, to date, if minutes were prepared. Please inform the Committee if the board, commission, or task force did not convene during any month.

Board Member	Yrs Served	Last Confirmation Date	Term	Ward of Residence	Attendance
Paul Ashton, Chairperson	6	January 12, 2019	January 12, 2022	Ward 5	Yes
Jeff Tignor, Board Member	2	January 12, 2019	January 12, 2021	Ward 4	Yes
Commander Morgan Kane, Board Member	3	December 12, 2017	January 12, 2021	Ward 6	Yes
Bobbi Strang, Board Member	6	March 17, 2020	January 12, 2023	Ward 7	Yes
Kurt Vorndran, Board Member	15	January 12, 2006	Term ended January 12, 2014; Serving until filled	Ward 3	Yes

All Police Complaints Board notice of meetings, agendas, and minutes can be found at <https://www.open-dc.gov/public-bodies/police-complaints-board>

35. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

D.C. Code §5-1104(e) requires OPC to transmit an annual report of its operations within 60 days of the end of the fiscal year. OPC published its FY20 annual report by January 11, 2021 due to a change in staffing responsible for generating the data relevant to this report.

The Neighborhood Engagement Achieves Results Act of 2015 (NEAR) requires a report on MPD's use of force data each December 31 beginning in 2017. OPC published the inaugural report on January 23, 2018, the second report on March 19, 2019, the third report on October 13, 2020, and is currently drafting the CY20 report. The CY20 report publication is delayed due to OPC still awaiting all of the necessary data from MPD.

The Council recommended in its Committee on the Judiciary and Public Safety Fiscal Year 2018 Budget Report that OPC conduct an analysis of all policy recommendations that the PCB has issued since 2015. Since then the following reports have been issued:

- Implementation Update on the Reports and Recommendations of Police Complaints Board From Fiscal Year 2015 and 2016; *published February 1, 2018*
- Implementation Update on the Reports and Recommendations of Police Complaints Board From Fiscal Year 2017; *published December 18, 2018*
- Implementation Update on the Reports and Recommendations of Police Complaints Board From Fiscal Year 2018; *published February 6, 2020*
- Implementation Update on the Reports and Recommendations of Police Complaints Board From Fiscal Year 2019 and A Reexamination of the Implementation Updates from 2015-2018; *published February 8, 2021*

OPC will continue this process each fiscal year.

36. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Training	Trainer	# of OPC emp
New Manager Training	DCHR	1
Sworn Officer Annual Professional Development Training	MPD Academy	14
NACOLE Annual Conference	OPC Staff/NACOLE members	2
Sexual Harassment Officer Training	DCHR	2
Cybersecurity Training	SkillPort	22
FOIAXpress User Conference	FOIAXpress	1
BEGA Ethics Counselor Training	BEGA	1
Using/Managing the DC PCard	OCP	2
FMLA Training	DCHR	1
Resume Building	DCHR	2
Interviewing Skills	DCHR	2

37. Please describe any initiatives that the agency implemented in FY20 or FY21, to date, to improve the internal operations of the agency or the interaction of the agency with

outside parties. Please describe the results, or expected results, of each initiative.

OPC collaborated with the MPD OPC Liaisons to reevaluate NEAR Act rapid resolution referral process cases. This teamwork has led to more cases referred for rapid resolution.

In FY17 through FY21, to date OPC has worked with DCHR to reclassify, redescribe, or recertify every staff position description to ensure it better aligns with current operations.

38. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in the remainder of FY21. How did the agency address its top priorities listed for this question last year?

1. Improve community trust in MPD.

OPC maintains and improves community trust in our police departments by holding police officers accountable for misconduct with an effective community member complaint program and by providing a reliable system of police policy review. OPC will continue to provide transparent oversight of MPD.

2. Maintain a high rate of timely completion of investigations.

OPC has significantly decreased the amount of time necessary to conduct a thorough, complete investigation over the past year. Timely investigations are essential for a reliable community member complaint investigation program. OPC will continue monitoring its internal operations to ensure that the gains experienced in completing investigations continues.

3. Continuing to expand community outreach of OPC.

OPC outreach and our Community Partner programs collaborate with a wide range of community organizations, government agencies, social service providers, and advocacy groups to provide the public with greater access to OPC information and services.

In FY21, OPC plans to continue expanding the reach of this program with more community partner agencies and organizations throughout the District by increasing the agency's social media presence and connections.

4. Continue to evaluate MPD's compliance usage of body worn cameras.

OPC reviews MPD's body worn camera (BWC) usage compliance trends found in the investigated cases. OPC began reporting the optics of such compliance in our FY18 Mid-Year Report published in April 2018 and our FY18 Annual Report published in November 2018. OPC has seen a gradual increase in MPD BWC usage compliance since BWC was fully implemented in December 2016. However, in FY19, BWC non-compliance in OPC cases with BWC increased by three percent with officers not notifying the community member that the BWC was turned on.

5. Police and Oversight Reform.

OPC is working with the Police Reform Commission, the Council, and other entities to review best practices and modifications to policing and police oversight in the District.

39. Please list each new program implemented by the agency during FY20 and FY21, to date. For each initiative, please provide:

- a. A description of the initiative;
- b. The funding required to implement the initiative; and
- c. Any documented results of the initiative.

Initiative	Description	Funding Required
Instructional Videos	OPC is working on: <ul style="list-style-type: none">• An instructional video to add to the agency website that will explain how to file out our online complaint form• A video welcome message from the Director will be added to the agency website	\$0
Electronic Signatures	OPC established procedures for electronic signatures to accommodate COVID-19 telework and aid in less processing time of investigative documents	\$0
Video Interviews and Mediations	OPC established procedures for video interviews and mediations as an alternative to in-person to accommodate COVID-19 social distancing safety precautions.	\$0 (at this time OCTO is providing WebEx at no charge to the agency)

40. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY20 and FY21, to date.

OPC measures and evaluates programmatic success by its key performance indicators (KPIs):

- (1) Percent of investigations completed by the agency in 6 months;
- (2) Percent of complaint examiner decisions issued within 120 days;
- (3) Percent of complaints resolved through mediation; and
- (4) Percent of policy recommendation reports published.

41. What are the top metrics and KPIs regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

In addition to KPIs outlined in Question 40, OPC monitors and evaluates the following workload measures:

- a. Number of complaint examiners attended required training
- b. Number of management meetings held by Investigations Management
- c. Number of investigators attending annual MPD professional development training
- d. Number of investigators attending at least 2 external training sessions
- e. Number of investigators attending Reid Training
- f. Number of complaint examiner decisions processed
- g. Number of community partnerships created
- h. Number of outreach events held
- i. Number of executive meetings with MPD
- j. Number of policy recommendations issued
- k. Number of rapid resolution referrals
- l. Number of policy training referrals

42. Please identify whether, and if so, in what way, the agency engaged The Lab @ DC in FY20 or FY21, to date.

OPC periodically attends The Lab @ DC meetings and presentations.

43. Please list the task forces and organizations of which the agency is a member.

OPC is a member of the National Association for Civilian Oversight of Law Enforcement (NACOLE).

OPC's Executive Director is a voting member of the MPD Use of Force Review Board, because of the Comprehensive Policing and Justice Reform Second Emergency Amendment Act of 2020 (D.C. Act 23-336; 67 DCR 9148) and the Comprehensive Policing and Justice Reform Second Temporary Amendment Act of 2020 (D.C. Law 23-151; 67 DCR 14603). Prior to this legislation, the Executive Director was a non-voting member.

The Executive Director is also a voting member of the Police Officer Standards and Training Board.

44. Please explain the impact on your agency of any federal legislation passed during FY20 and FY21, to date, which significantly affected agency operations.

OPC was not affected by any federal laws passed in FY20 or FY21 to date.

45. Please describe any steps the agency took in FY20 and FY21, to date, to improve the transparency of agency operations, including any website upgrades or major revisions.

OPC continuously updates its website and social media accounts to ensure the public is aware of any outreach activities, announcements, published policy recommendations, and employment

opportunities. OPC continues to expand our community partnerships to ensure our services are available to as many District community members as possible.

Further, due to COVID-19, all Police Complaints Board meetings have been taking place via Zoom, which has the additional benefit of making the meetings more accessible to the public.

46. Please identify all electronic databases maintained by your agency, including the following:
- A detailed description of the information tracked within each system;
 - The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
 - Whether the public can be granted access to all or part of each system.

OPC has used IAPro as an internal case management system for complaints received since approximately 2004. IAPro was last updated in February 2021 with a system-wide update. The public cannot access IAPro.

47. Please provide a detailed description of any new technology acquired in FY20 and FY21, to date, including the cost, where it is used, and what it does. Please explain if there have been any issues with implementation.

Due to COVID-19, OPC acquired new technology to virtually conduct various functions such as Board meetings, complainant interviews, officer interviews, complaint examination, and staff meetings. WebEx is currently being provided through OCTO at no cost to the agency. OPC has two Zoom accounts, for a total cost of \$299.80 annually

Agency-Specific Questions

48. Please discuss how the public health emergency related to COVID-19 affected agency operations during FY20 and FY21, to date.

OPC staff have been on partial telework since March 16, 2020. All agency operations continue to serve the District's community. OPC has adopted several new technologies, such as WebEx, Zoom, and electronic signatures, to ensure the continuation of all services and functions.

49. Please describe any First Amendment assembly monitoring conducted by OPC in FY20 and FY21, to date.

OPC is constantly monitoring traditional and social media for information on incidents at First Amendment Assemblies and to determine if OPC needs to monitor the events in person. In FY 20 and FY21 OPC had teams prepared and trained to monitor the following events:

- March for Life, January 24, 2020
- George Floyd related protests, May 31-June 6, 2020
- Get Off Our Necks, August 28, 2020

- November Election, November 3-8, 2020 (OPC staff was trained and on-call to monitor these days, but ultimately no events warranted monitoring)
- Inauguration, January 20, 2021 (OPC staff was trained and on-call to monitor, but ultimately no events warranted monitoring)

50. Please briefly describe each policy recommendation released in FY20 and FY21, to date.

FY 20:

- FY18 Implementation Update
- Personal Use of Social Media
- Lawful Firearms
- Automated License Plate Readers

FY21 to date:

- Stop and Frisk Data Review
- Discipline
- Use of Force Report CY19
- FY 19 Implementation Update and Reexamination of FY15-18 Implementation Updates

- Does the agency anticipate releasing policy recommendations in the remainder of FY21? If so, please provide a brief description of the topic.

The agency is constantly evaluating trends in complaints as well as best practices from across the country to determine what issues are appropriate for policy recommendations. Potential policy recommendations currently under review include recommendations marijuana trained canines, window tint violations, and hair pulling as a control method.

51. In FY19, FY20 and FY21, to date:

- How many individuals contacted OPC to inquire about filing a complaint?
- How many complaints were received? How many complaints were related to alleged MPD conduct and HAPD conduct?
- How many complaints were closed?
- How many full investigative reports were completed?
- How many were adjudicated?
- How many were successfully mediated?
- How many cases were referred to an independent hearing examiner?
- How many of those cases resulted in a hearing?
- How many complainants were represented by counsel in those hearings?

	FY19	FY20	FY21 (to date)
a. How many individuals contacted OPC to inquire about filing a complaint?	1,958	1,963	628

b. How many complaints were received?	811	841	276
1) Related to MPD	801	835	274
2) Related to HAPD	8	6	2
c. How many complaints were closed?	784	893	300
d. How many full investigative reports were completed?	23	18	9
e. How many were adjudicated?	24*	18	9
f. How many were successfully mediated?	32	26	9
g. How many cases were referred to an independent hearing examiner?	24	18	9
h. How many of those cases resulted in a hearing?	0	0	0
i. How many complainants were represented by counsel in those hearings?	n/a	n/a	n/a

*23 full investigative reports were completed and sent to an independent hearing examiner; one report combined two cases.

52. How many cases investigated by OPC involved BWC non-compliance of some form?

FY20	FY 21 (to date)
140	34

53. How many subject officers have been referred to MPD and HAPD for policy training or rapid resolution in FY20 and FY21, to date?

	FY20	FY21 (to date)
MPD	116	24
HAPD	0	0

54. In FY20 and FY21, to date, how many decisions sustaining police misconduct allegations were forwarded to MPD?

FY20	FY21 to date
16	8

55. What were the outcomes of cases referred to MPD in FY20 and FY21, to date? How many cases were upheld by a final review panel?

FY20

There were no Final Review Panels conducted in FY20.

Complaint Number	Discipline Determination	Complaint Number	Discipline Determination
18-0696	Dereliction Report	19-0261	Dereliction Report
18-0604	Education Based Development	19-0271	7-day suspension without pay
18-0632	Job Performance Documentation Form	19-0291	Job Performance Documentation Form
18-0651	Dereliction Report	19-0402	Officer resigned
18-0730	Dereliction Report	19-0477	15-day suspension without pay
19-0100	Education Based Development	19-0550	7-day suspension without pay
19-0137	5-day suspension without pay	20-0105	Education Based Development
19-0229	Job Performance Documentation Form	20-0118	Job Performance Documentation Form

FY 21 (to date)

There have been no Final Review Panels in FY 21 to date.

Complaint Number	Discipline Determination	Complaint Number	Discipline Determination
19-0511	Pending	20-0388	Pending
19-0682	Pending	20-0233	Pending
20-0462	Officers resigned	20-0671	Pending
19-0723	Pending	20-0247	Letter of Prejudice

56. How many matters were referred to the U.S. Attorney's Office for possible criminal prosecution pursuant to D.C. Official Code § 5-1109 in FY20 and FY21, to date?

FY20	FY21 to date
32	12

57. How many officers were the subject of multiple allegations of misconduct in FY20 and FY21, to date?

FY20	FY21 to date
193	28

58. What trends did OPC observe in the demographics of officers that were the subject of a complaint in FY20 and FY21, to date?

FY20

White officers were the only group of officers that had higher percent of complaints than percent of officers in MPD (38% with complaints and 35% MPD overall)

Officers who were men were more likely to have complaints filed against them, as compared to women (83% men and 17% women had complaints).

Younger officers were more likely to have complaints filed against them, when compared to proportion of them in MPD (40% of officers aged 21-34 had complaints compared to the 35% of that age group represented in MPD)

FY21

The racial demographics of FY21 are similar to FY20. So far in FY21 there has been an increase in the percentage of White and Hispanic officers who had complaints filed against them (41% and 13% respectively in FY21 and 38% and 11% respectively in FY20). There has also been a decrease in the percentage of Black and Other officers who had filed complaints against them (42% and 4% respectively in FY21 and 46% and 5% in FY20).

Similar to FY20, male officers were more likely to have a complaint filed against them (85% male and 15% female). Compared to FY20, so far in FY21 there has been an increase in the number of male officers receiving complaints.

Similar to FY20, younger officers are more likely (as compared to their percentage in MPD) to have complaints filed against them. However, so far in FY21 there is a slight increase in those officers aged 21-34 who have complaints against them (46% in FY21 and 40% in FY20 respectively). There has been a slight decrease in the number of officers aged 35-54 and 55+ receiving complaints in FY21 (50% 35-54 and 4% 55+ in FY21 and 53% 35-54 and 7% 55+ in FY20).

However, it is important to remember these are small changes and do not necessarily reflect significant changes

59. What trends OPC you observe in the demographics of complainants in FY20 and FY21, to date?

FY20

In FY20 Black civilians were the most likely to file complaints (70%), followed by White (17%), Other (8%) and Hispanic (5%).

In FY20 there were an equal amount of complaints filed by men and women civilians (50% each).

In FY20 the age bracket of civilians with the most complaints were those aged 35-54 (43%) followed by civilians aged 16-34 (41%), and lastly those aged 55+ (16%)

FY21

The racial demographics in FY21 have slight differences as compared to FY20. There was an increase in the percentage of White, Hispanic, and Other civilians filing complaints (23% 8% and 13% respectively in FY21 and 17% 5%, and 8% respectively in FY20). While there has been a decrease in the percentage of black civilians filing complaints (56% in FY21 and 70% in FY20).

In FY21 the gender breakdown of civilians filing complaints is very similar to FY20 with 48% of complainants being men and 52% being women in FY21.

In regard to age in FY21, as compared to FY20 there was an increase in civilians aged 35-54 and 55+ (49% and 19% respectively in FY21 and 43% and 16% respectively in FY20). Further, there was a decrease in the percentage of civilians aged 16-34 in FY21 (32% in FY21 and 41% in FY20).

However, it is important to remember these are small changes and do not necessarily reflect significant changes

60. Has OPC observed any trends related to allegations of excessive force in FY20 and FY21, to date?

Approximately one fifth of all allegations are regarding force for both FY20 and FY21.

- a. What about trends related to allegations of excessive force at First Amendment assemblies?

In FY20 there were 54 total complaints regarding incidents related to First Amendment Assemblies. So far in FY21 there have been 17 total complaints filed regarding incidents related

to First Amendment Assemblies. With this small number, and not all the complaints being related to force, OPC has not identified any trends.

61. What is OPC's current average caseload for investigators? Please include actual cases investigated rather than all cases OPC intakes but does not investigate or refers elsewhere. Does this caseload reflect best practices?

OPC's current average caseload per investigator is 8. OPC investigators usually average around 10 cases which is in line with best practices.

62. What was the average length of time it took to resolve a complaint in FY20 and FY21, to date?

The average length of time to resolve a complaint in FY20 was 95 days. For FY21 to date it is 80 days.

63. Please discuss any community outreach conducted in FY20 and FY21, to date, and any planned outreach for the remainder of FY21.

In FY20, OPC conducted more than 40 in-person and virtual outreach events, and there have been 13 events in FY21, to date.

In FY20, OPC continued its outreach to the District's immigrant community by participating for the first time in a Facebook live chat hosted by Hope Center for Wellness, LLC Afrontando Juntos. OPC also participated in the Washington English Center's Community Service and Health Fair.

In continuing its outreach efforts to neighborhood associations and government agencies, OPC presented at the U.S. Attorney's Office for the District of Columbia violent crime working group meeting and a parent support group meeting led by the DC Department of Human Services. The agency also shared information with District residents about OPC at several Advisory Neighborhood Commission meetings and participated in the Takoma Park Street Festival.

Additionally, OPC conducted its Student Interactive Training program at various DC public and charter schools and for youth enrolled in several DC Department of Parks and Recreation I.M.A.G.E Summer Camps. The agency also conducted Know Your Rights sessions for the first time at HIPS, The Literacy Lab Leading Men Fellowship, and for senior members of First Church Washington.

As part of its college outreach, OPC presented at the University of the District of Columbia Community College, Howard University and to law students at American University Washington College of Law. Additional outreach to college students included OPC's participation in several informational fairs hosted by various universities and law schools, including American University, George Mason University and American University Washington College of Law.

OPC will continue all these efforts in FY21.

64. The Comprehensive Policing and Justice Reform Second Emergency Amendment Act of 2020 (D.C. Act 23-336; 67 DCR 9148) and the Comprehensive Policing and Justice Reform Second Temporary Amendment Act of 2020 (D.C. Law 23-151; 67 DCR 14603) expanded the Police Complaint Board's membership to include nine members. Have the four new members been appointed? If not, what is the status of their nominations?

New members have not been appointed to the Police Complaints Board. OPC has not received information from the Mayor's Office of Talent and Appointments regarding these nominations.

65. The Comprehensive Policing and Justice Reform Second Emergency Amendment Act of 2020 (D.C. Act 23-336; 67 DCR 9148) and the Comprehensive Policing and Justice Reform Second Temporary Amendment Act of 2020 (D.C. Law 23-151; 67 DCR 14603) also empowered the Executive Director, upon the discovery of "evidence of abuse or misuse of police powers that was not alleged by the complainant in the complaint," to initiate their own complaint against the subject police officer. How many times has that new authority been used in FY20 and in FY21, to date?

In FY20 this new authority was used in 3 cases. So far in FY21 the new authority has been used in 5 cases.